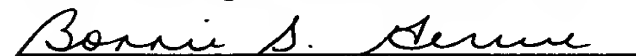




PATENT

CERTIFICATE OF MAILING

I hereby certify that this paper is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, DC 20231 on March 29, 2001.


Bonnie S. Gerwe

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

Applicant: Perry G. Vincent :
Serial No.: 09/750,948 : Group Art Unit:
Filed: December 28, 2000 : Examiner:
For: **SYSTEM AND METHOD FOR SUGGESTING INTERACTION
STRATEGIES TO A CUSTOMER SERVICE REPRESENTATIVE**

REQUEST TO CHANGE CORRESPONDENCE ADDRESS

Assistant Commissioner for Patents
Washington, DC 20231

Dear Sir:

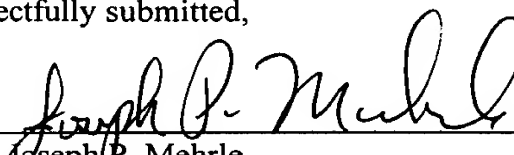
Please change the correspondence address associated with the above referenced application
to:

James M. Stover, Esq.
Intellectual Property Section
Law Department
NCR Corporation
1700 S. Patterson Blvd, WHQ4
Dayton, Ohio 45479-0001
(937) 445-7663

Please charge any fees required in connection with this communication to Deposit Account
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Respectfully submitted,

By


Joseph P. Mehrle

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